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20th June 2016

**Newbury U3A – Northern Spain & The Picos Mountains
Sunday 12th – 17th June 2016
Twin Room – sharing with Mrs Mary Marsh**

I am writing to express my sincere appreciation of the above holiday. Every day was different and the content was varied. Paul Richardson our Tour Manager was excellent. He was considerate, attentive, informative and at times very amusing. A real professional.

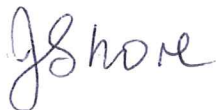
On a personal note. You are aware that I am seriously claustrophobic. And I would like to thank you for your understanding and your help in making my trip stress free.

I had, as I requested, aisle seats on both flights. My room was on the second floor – enabling me to use the stairs and not having to face the trauma of having to use the lift. But best of all – Paul Richardson daily, put a reserved notice on my seat by the side exit of the coach. Small adjustments but major in making my trip a pleasure. Thank you for your consideration and support in these matters.

I have travelled with your company on many occasions and indeed will be again to Oporto next year with the U3A. I also travel with you with the Newbury National Trust.

A very successful trip to Northern Spain. Many thanks.

Yours sincerely



Mrs Jacqueline SHORE [Jackie]